

# Communications and Engagement. Urgent Care Review

## Update for January and February 2019.



# Last 4 weeks

## Engagement

- 77 semi-structured interviews / patient journeys
  - 59 from Lowedges, Batemoor and Jordanthorpe which includes people with learning disabilities, with English as a second language, people living with complex mental health conditions and physical impairments
  - 18 from Darnall – includes people living with mental health conditions, respiratory conditions and physical impairments
- Online survey launched to target general public and gain quantitative information

## Communications

- Promotion of survey in media and social media, and with student population via universities
- Themes and updates about workshops in staff comms
- Update to SPEEEC
- Updated web pages

# Next 4 weeks

## Engagement

- 30 semi-structured interviews with Roma, Slovak and traveller community
- Increase number of semi-structured interviews and patient journeys with:
  - People who live with respiratory conditions
  - People with physical impairments and learning disabilities
  - People with mental health conditions
  - People in waiting rooms at the WIC, MIU, Children's A&E, Adult A&E
- Begin semi-structured interviews and patient journeys with:
  - People who are likely to break / dislocate joints
  - In Deepend Practice waiting rooms
  - People with sensory impairments
  - Homeless community (particularly via Nomad)
  - People with experience of substance misuse

## Communications

- Latest position on review in new CCG stakeholder briefing.
- Update to health overview scrutiny committee
- Continue to promote online survey
- PR on extended access hubs
- Infographics on key themes from each key group
- Social media/ media on last workshop